

# Mónica Sainer

Data Analyst • Data Scientist • Business Analyst

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## PROJECTS / PUBLICATIONS

### Gossips and cryptos

- The project is aimed to predict the [future price of a cryptocurrency](#) selected by the user. The features to calculate such a target are the past prices of the cryptocurrency and the Crypto Fear and Greed index. [info](#)
- As a lead, I proposed the idea of employing the forecasting power of social factors in the price. However, as a team, we defined the main epics to work in and their corresponding tasks. These were assigned accordingly based on the background of each team member. The daily stand-ups and [constant communication](#) were key for the success to the project.
- The data was retrieved by APIs, and after applying an exhaustive cleaning process on it, we modeled it with the [LSTM variant of Recurrent Neural Networks](#) (RNN). The prediction was calculated by the model with the lowest mean absolute error (MAE), and was disclosed as a data product built by Streamlit.
- Link to the app [here](#).

Portfolio and Digital  
CV [here](#)

## SKILLS

- Python
- Pandas
- NumPy
- Data Visualization
- Data Cleaning
- Command Line
- SQL
- APIs
- Probability/Statistics
- Data Manipulation
- Googling

## EXPERIENCE

### Klarna, CRM consultant

2022 - Present

- Responsibilities:
  - Managing the cloud-based helpdesk system used by [3000 agents](#) of the customer service department every day.
  - Implementing and aligning [metadata](#) across systems to ensure data queries.
  - Analyzing impact of projects on [key business metrics](#).
- Technologies / Tools: Python, SQL, JavaScript, Freshdesk, Jira, DataGrip, Confluence, Bitbucket, QlikSense.

### Klarna, Process Quality Analyst

2021 - 2022

- Responsibilities:
  - Analyzing the performance of 20 agents based on [quantitative and qualitative data](#).
  - Ensuring [KPIs](#) were strategically achieved.
  - [Reporting](#) results and discovering potential improvements to implement.
- Technologies / Tools: QlikSense, Excel.

### BBVA, Customer Service Assistance Private Banking (Internship)

2018

### Crédito y Caución, Credit Risk Analyst (Internship)

2017-2018

## ACHIEVEMENTS

- First place at VII Regional Olympics of Economics, and participant of the National Championship in Economics (2014).
- Sport Merits as a handball player.

## EXTRA COURSES

- Business Valuation and Financial Analysis (40 hours)-2020
- MATLAB for Financial Applications (34 hours)-2017.

## EDUCATION

### Le Wagon

Data Science Bootcamp (2022). [info](#)

### Stockholm University

Master Programme in Banking and Finance (2020 - Present). [info](#)

### Carlos III de Madrid University

Bachelor's degree in Economics (2014 - 2018). [info](#)

## LANGUAGES

- Spanish (Native)
- English (Proficiency)
- Swedish (Beginner)

Further Information:

